



A. Adult Question by Question Percentages/Comparisons

Question	Answer	2004-05							
		All Adults				NA Adults			
		Number Received		389		Number Received		97	
		Blank	% Blank	#	%	Blank	% Blank	#	%
Our records show that you are now on Montana Medicaid PASSPORT To Health. Is that right?	Yes	3	0.77%	386	100.00%	0	0.00%	97	100.00%
	No			0	0.00%			0	0.00%
Since you joined PASSPORT To Health, how much of a problem, if any, was it to get a personal provider you are happy with?	A Big Problem	9	2.31%	28	7.37%	1	1.03%	7	7.29%
	A Small Problem			42	11.05%			20	20.83%
	Not a Problem			286	75.26%			65	67.71%
	I didn't get a new personal provider			24	6.32%			4	4.17%
Did you choose your provider?	Yes	3	0.77%	323	83.68%	0	0.00%	77	79.38%
	No, a provider was assigned to me			48	12.44%			15	15.46%
	Don't Know			15	3.89%			5	5.15%
Has there been a time when you felt you received fewer services than other patients?	Yes	6	1.54%	44	11.49%	2	2.06%	10	10.53%
	No			302	78.85%			76	80.00%
	Don't Know			37	9.66%			9	9.47%
Using any number from 0 to 10 where 0 is the worst provider possible, and 10 is the best provider possible, how would you rate your provider now?	0 - Worst	6	1.54%	6	1.57%	0	0.00%	2	2.06%
	1			6	1.57%			0	0.00%
	2			7	1.83%			3	3.09%
	3			4	1.04%			1	1.03%
	4			10	2.61%			1	1.03%
	5			21	5.48%			4	4.12%
	6			16	4.18%			5	5.15%
	7			41	10.70%			17	17.53%
	8			51	13.32%			10	10.31%
	9			48	12.53%			12	12.37%
	10 - Best			166	43.34%			36	37.11%
In the last 6 months, did you make any appointments with a doctor or other health provider for regular or routine health care?	11 - Don't have			7	1.83%			6	6.19%
	Yes	4	1.03%	259	67.27%	0	0.00%	52	53.61%
	No			122	31.69%			45	46.39%
	Don't Know			4	1.04%			0	0.00%
	Never			11	4.18%			4	7.55%
In the last 6 months, how often did you get an appointment for regular or routine health care as soon as you wanted?	Sometimes			33	12.55%	44	45.36%	7	13.21%
	Usually			70	26.62%			12	22.64%
	Always			148	56.27%			30	56.60%
	I didn't need an appointment			1	0.38%			0	0.00%
	Same day			44	16.99%			9	17.31%
In the last 6 months, how many days did you usually have to wait between making an appointment for regular or routine care and actually seeing a provider?	1 day	130	33.42%	39	15.06%	45	46.39%	6	11.54%
	2-3 days			62	23.94%			14	26.92%
	4-7 days			57	22.01%			12	23.08%
	8-14 days			25	9.65%			5	9.62%
	15-30 days			17	6.56%			2	3.85%
	31 days or longer			14	5.41%			3	5.77%
	I didn't need an appointment			1	0.39%			1	1.92%
	My personal provider			220	85.60%	46	47.42%	38	74.51%
Where did you get this regular or routine care? (Mark all that apply (Note: since clients could enter more than one choice the total may add up to more than 100%))	Another health care provider	132	33.93%	44	17.12%			9	17.65%
	An Urgent Care/Walk-In clinic			20	7.78%			8	15.69%
	An Emergency Room			20	7.78%			7	13.73%
	Other (All were hospital)			4	1.56%			2	3.92%
	I didn't need an appointment			2	0.78%			1	1.96%
	Yes, always	129	33.16%	120	46.15%	45	46.39%	13	25.00%
When receiving treatment for regular or routine care somewhere other than your personal provider, were you referred by your personal care provider?	Sometimes			34	13.08%			8	15.38%
	No, never			39	15.00%			19	36.54%
	I never saw someone else			67	25.77%			12	23.08%
In the last 6 months, did you have an illness, injury or condition that needed care right away in a clinic, emergency room or provider's office?	Yes	5	1.29%	201	52.34%	1	1.03%	48	50.00%
	No			178	46.35%			46	47.92%
	Don't Know			5	1.30%			2	2.08%
	Never			8	4.02%			0	0.00%
In the last 6 months, when you needed care right away for an illness, injury or condition, how often did you get care as soon as you wanted?	Sometimes	190	48.84%	28	14.07%	53	54.64%	12	27.27%
	Usually			40	20.10%			4	9.09%
	Always			123	61.81%			28	63.64%
	I didn't need an appointment			0	0.00%			0	0.00%
	Same day			94	47.24%			23	52.27%
In the last 6 months, how long did you usually have to wait between trying to get care and actually seeing a provider for an illness, injury or condition?	1 day	190	48.84%	25	12.56%	53	54.64%	2	4.55%
	2 days			25	12.56%			4	9.09%
	3 days			10	5.03%			4	9.09%
	4-7 days			19	9.55%			3	6.82%
	8-14 days			11	5.53%			4	9.09%
	15 days or longer			13	6.53%			2	4.55%
	I didn't need an appointment			2	1.01%			2	4.55%
	My personal provider			132	65.67%	51	52.58%	25	54.35%
Where did you get care for this illness, injury or condition? (Mark all that apply) (NOTE: since clients could enter more than one choice the total may add up to more than 100%)	Another personal provider	191	49.10%	26	12.94%			3	6.52%
	An Urgent Care/Walk-In clinic			34	16.92%			11	23.91%
	An Emergency Room			75	37.31%			19	41.30%
	Other (All were hospital)			2	1.00%			2	4.35%
	Needed but did not get care			3	1.49%			0	0.00%
	I didn't need an appointment			0	0.00%			0	0.00%

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		Blank	% Blank	#	%	Blank	% Blank	#	%
When receiving treatment for an illness, injury or condition somewhere other than your personal provider, were you referred by your personal care provider?	Yes, always	190	48.84%	104	52.26%	51	52.58%	18	39.13%
	Sometimes			33	16.58%			9	19.57%
	No, never			34	17.09%			11	23.91%
	I never saw someone else			28	14.07%			8	17.39%
In the last 6 months, how many times did you go to an emergency room to get care for yourself?	None	6	1.54%	245	63.97%	1	1.03%	53	55.21%
	1			69	18.02%			20	20.83%
	2			36	9.40%			12	12.50%
	3			18	4.70%			4	4.17%
	4			8	2.09%			4	4.17%
	5 to 9			6	1.57%			2	2.08%
	10 or more			1	0.26%			1	1.04%
In the last 6 months, did you call a provider's office or clinic during regular office hours to get help or advice for yourself?	Yes	6	1.54%	229	59.79%	3	3.09%	38	40.43%
	No			146	38.12%			56	59.57%
	Don't Know			8	2.09%			0	0.00%
In the last 6 months, when you called during regular office hours, how often did you get the help or advice you needed?	Never	156	40.10%	5	2.15%	58	59.79%	0	0.00%
	Sometimes			31	13.30%			6	15.38%
	Usually			52	22.32%			8	20.51%
	Always			138	59.23%			24	61.54%
	I didn't call			7	3.00%			1	2.56%
In the last 6 months (not counting times you went to an emergency room), how many times did you go to a provider's office or clinic to get care for yourself?	None	7	1.80%	84	21.99%	2	2.06%	30	31.58%
	1			56	14.66%			12	12.63%
	2			72	18.85%			18	18.95%
	3			50	13.09%			5	5.26%
	4			38	9.95%			7	7.37%
	5 to 9			55	14.40%			17	17.89%
	10 or more			27	7.07%			6	6.32%
In the last 6 months, once you arrived at you provider's office or clinic, how long did you have to wait before you could see the person you went to see?	15 minutes or less	90	23.14%	155	51.84%	32	32.99%	30	46.15%
	16-30 minutes			108	36.12%			19	29.23%
	31-60 minutes			20	6.69%			5	7.69%
	More than an hour			16	5.35%			11	16.92%
In the last 6 months, how often were office staff at a provider's office or clinic as helpful as you thought they should be?	Never	89	22.88%	5	1.67%	31	31.96%	2	3.03%
	Sometimes			31	10.33%			10	15.15%
	Usually			76	25.33%			15	22.73%
	Always			188	62.67%			39	59.09%
	I had no visits			0	0.00%			0	0.00%
In the last 6 months, how often did doctors or other health providers explain things in a way you could understand?	Never	87	22.37%	8	2.65%	30	30.93%	2	2.99%
	Sometimes			23	7.62%			7	10.45%
	Usually			57	18.87%			7	10.45%
	Always			214	70.86%			51	76.12%
	I had no visits			0	0.00%			0	0.00%
In the last 6 months, if your personal provider couldn't see you, did the provider's office help you find another place to go?	Yes	16	4.11%	174	46.65%	2	2.06%	34	35.79%
	No			169	45.31%			56	58.95%
	Don't Know			30	8.04%			5	5.26%
If yes, where did they refer you ? (Mark all that apply). (NOTE: since clients could enter more than one choice the total may add up to more than 100%)	Another doctor or nurse	5	1.29%	125	70.62%	0	0.00%	24	75.00%
	Public Health Clinic or Community Health Center			23	12.99%			4	12.50%
	Emergency room at the hospital			25	14.12%			3	9.38%
	Walk In Clinic/Urgent Care Center			29	16.38%			4	12.50%
	Other (all seem to for treatment, not PP care)			5	2.82%			0	0.00%
In the last 6 months, how much of a problem, if any was it to get a referral to a specialist that you needed to see?	A Big Problem	10	2.57%	19	5.01%	1	1.03%	8	8.33%
	A Small Problem			19	5.01%			6	6.25%
	Not a Problem			198	52.24%			35	36.46%
	I didn't need to see a specialist			143	37.73%			47	48.96%
When was the last time you had any visits for preventive care (such as Physical Exams, Mammograms, Prostate check ups, Flu Shots, etc.)?	Less than 6 months ago	6	1.54%	163	42.56%	1	1.03%	34	35.42%
	At least 6 months but less than 1 year ago			101	26.37%			26	27.08%
	At least a year but less than 2 years ago			59	15.40%			18	18.75%
	At least 2 years but less than 5 years ago			32	8.36%			10	10.42%
	At least 5 years but less than 10 years ago			14	3.66%			5	5.21%
	10 or more years ago			14	3.66%			3	3.13%
If No, why not? (Mark all that apply) (NOTE: since clients could enter more than one choice the total may add up to more than 100%)	I did not need preventive care	182	46.79%	127	61.35%	37	38.14%	31	51.67%
	I was unable to schedule preventive care			14	6.76%			6	10.00%
	I could not make it to an appointment			12	5.80%			4	6.67%
	I did not have time			24	11.59%			9	15.00%
	Other			30	14.49%			10	16.67%

Question	Answer	2004-05							
		All Adults				NA Adults			
		Number Received		389		Number Received		97	
		Blank	% Blank	#	%	Blank	% Blank	#	%
How many months or years in a row have you been in the PASSPORT To Health Program?	Less than 6 months	8	2.06%	14	3.67%	1	1.03%	2	2.08%
	At least 6 months but less than 1 year			56	14.70%			11	11.46%
	At least a year but less than 2 years			69	18.11%			23	23.96%
	At least 2 years but less than 5 years			90	23.62%			27	28.13%
	At least 5 years but less than 10 years			96	25.20%			19	19.79%
	10 or more years			56	14.70%			14	14.58%
How well do you feel you understand the PASSPORT To Health Program? Use any number from 0 to 10 where 0 is not at all, and 10 is completely.	0 - Not at all	6	1.54%	11	2.87%	1	1.03%	2	2.08%
	1			5	1.31%			3	3.13%
	2			15	3.92%			6	6.25%
	3			11	2.87%			3	3.13%
	4			14	3.66%			6	6.25%
	5			42	10.97%			5	5.21%
	6			31	8.09%			12	12.50%
	7			52	13.58%			15	15.63%
	8			53	13.84%			13	13.54%
	9			38	9.92%			7	7.29%
	10 - Completely			111	28.98%			24	25.00%
Have you used the Montana Medicaid Help Line?	Yes	5	1.29%	165	42.97%	1	1.03%	41	42.71%
	No			211	54.95%			52	54.17%
	Don't Know			8	2.08%			3	3.13%
How useful did you find it?	Very Useful	11	2.83%	98	25.93%	3	3.09%	32	34.04%
	Somewhat Useful			51	13.49%			6	6.38%
	Not Useful			15	3.97%			4	4.26%
	I didn't use it			214	56.61%			52	55.32%
Have you used the PASSPORT To Health Client Handbook (small blue/gray book, titled "Handbook for Clients")?	Yes	6	1.54%	190	49.61%	1	1.03%	49	51.04%
	No			160	41.78%			36	37.50%
	Don't Know			33	8.62%			11	11.46%
How useful did you find it?	Very Useful	34	8.74%	110	30.99%	12	12.37%	31	36.47%
	Somewhat Useful			72	20.28%			17	20.00%
	Not Useful			4	1.13%			1	1.18%
	I didn't use it			169	47.61%			36	42.35%
Have you used the Medicaid Handbook ("Medicaid Your Health Care Program and What You Need to Know")?	Yes	8	2.06%	183	48.03%	2	2.06%	51	53.68%
	No			162	42.52%			33	34.74%
	Don't Know			36	9.45%			11	11.58%
How useful did you find it?	Very Useful	32	8.23%	95	26.61%	11	11.34%	28	32.56%
	Somewhat Useful			83	23.25%			22	25.58%
	Not Useful			4	1.12%			1	1.16%
	I didn't use it			175	49.02%			35	40.70%
Have you used the PASSPORT Client Newsletter (mailed quarterly, titled "Your PASSPORT To Health Newsletter")?	Yes	7	1.80%	196	51.31%	2	2.06%	60	63.16%
	No			151	39.53%			29	30.53%
	Don't Know			35	9.16%			6	6.32%
How useful did you find it?	Very Useful	30	7.71%	98	27.30%	7	7.22%	35	38.89%
	Somewhat Useful			87	24.23%			22	24.44%
	Not Useful			10	2.79%			3	3.33%
	I didn't use it			164	45.68%			30	33.33%
Have you used any of the PASSPORT Program brochures ("Getting Started with Your Medicaid Health Services", "What is PASSPORT To Health", or preventive notices)?	Yes	10	2.57%	107	28.23%	0	0.00%	33	34.02%
	No			225	59.37%			53	54.64%
	Don't Know			47	12.40%			11	11.34%
How useful did you find them?	Very Useful	47	12.08%	60	17.54%	9	9.28%	24	27.27%
	Somewhat Useful			41	11.99%			8	9.09%
	Not Useful			2	0.58%			1	1.14%
	I didn't use it			239	69.88%			55	62.50%
How were you notified you were on PASSPORT To Health? (Please check only one answer).	I received a letter welcoming me	6	1.54%	238	62.14%	0	0.00%	66	68.04%
	My county eligibility caseworker			62	16.19%			13	13.40%
	I received a phone call			7	1.83%			3	3.09%
	I received a letter saying I was assigned			20	5.22%			7	7.22%
	Other			5	1.31%			1	1.03%
	I do not remember			4	1.04%			0	0.00%
	I was not notified			47	12.27%			7	7.22%
True/False I must have a referral to see a specialist.	True	9	2.31%	334	87.89%	1	1.03%	78	81.25%
	False			46	12.11%			18	18.75%
True/False If I am pregnant I can have a pregnancy exam without a referral. (On this question the clients who answered "did not apply" were removed from the percentage for True/False).	True	14	3.60%	156	82.98%	4	4.12%	40	75.47%
	False			32	17.02%			13	24.53%
	Does not apply			187	49.87%			40	43.01%
True/False If my provider cannot fit me in for a routine appointment I can go to the emergency room.	True	13	3.34%	121	32.18%	1	1.03%	36	37.50%
	False			255	67.82%			60	62.50%
True/False I can get emergency treatment in the emergency room without a referral.	True	9	2.31%	319	83.95%	0	0.00%	82	84.54%
	False			61	16.05%			15	15.46%

Question	Answer	2004-05							
		All Adults				NA Adults			
		Number Received		389		Number Received		97	
		Blank	% Blank	#	%	Blank	% Blank	#	%
True/False If I am NOT pregnant, I need a referral from my provider for "Family Planning" services.	True	59	15.17%	131	39.70%	14	14.43%	22	26.51%
	False			199	60.30%			61	73.49%
	Does not apply			0	0.00%			0	0.00%
True/False I can change my PASSPORT Provider on a monthly basis, if wanted.	True	20	5.14%	189	51.22%	3	3.09%	47	50.00%
	False			180	48.78%			47	50.00%
How far do you travel ONE DIRECTION to see you personal provider?	0 to 30 miles	6	1.54%	324	84.60%	0	0.00%	74	76.29%
	31 to 60 miles			41	10.70%			17	17.53%
	61 to 90 miles			10	2.61%			2	2.06%
	91 to 150 miles			4	1.04%			3	3.09%
	151 miles or more			4	1.04%			1	1.03%
Use any number from 0 to 10 where 0 is the least satisfied possible, and 10 is the most satisfied possible. How satisfied are you with the PASSPORT To Health Program?	0 - Not at all	8	2.06%	4	1.05%	0	0.00%	1	1.03%
	1			7	1.84%			0	0.00%
	2			5	1.31%			2	2.06%
	3			11	2.89%			2	2.06%
	4			13	3.41%			3	3.09%
	5			27	7.09%			9	9.28%
	6			24	6.30%			5	5.15%
	7			37	9.71%			8	8.25%
	8			55	14.44%			13	13.40%
	9			36	9.45%			12	12.37%
	10 - Completely			162	42.52%			42	43.30%
In general, how would you rate your overall health now?	Excellent	7	1.80%	40	10.47%	0	0.00%	10	10.31%
	Very Good			67	17.54%			18	18.56%
	Good			119	31.15%			34	35.05%
	Fair			115	30.10%			27	27.84%
	Poor			41	10.73%			8	8.25%
What is your age now?	Younger than 18	6	1.54%	6	1.57%	0	0.00%	1	1.03%
	18 to 24			56	14.62%			15	15.46%
	25 to 34			102	26.63%			30	30.93%
	35 to 44			88	22.98%			24	24.74%
	45 to 54			76	19.84%			17	17.53%
	55 to 64			53	13.84%			10	10.31%
	65 to 74			2	0.52%			0	0.00%
	75 or older			0	0.00%			0	0.00%
Are you male or female?	Male	8	2.06%	72	18.90%	2	2.06%	15	15.79%
	Female			309	81.10%			80	84.21%
What is the highest grade or level of school that you have completed? (Note: On the child survey this is in regards to the person filling out the survey, not the child).	8th grade or less	9	2.31%	28	7.37%	2	2.06%	4	4.21%
	Some high school			66	17.37%			22	23.16%
	High school graduate or GED			143	37.63%			31	32.63%
	Some college or 2-year degree			118	31.05%			34	35.79%
	4-year college graduate			18	4.74%			4	4.21%
	More than 4-year college degree			7	1.84%			0	0.00%
What is your race? (Please mark one or more) (Note: since clients could enter more than one choice the total may add up to more than 100%).	White	14	3.60%	291	77.60%	0	0.00%	24	24.74%
	Black or African American			0	0.00%			0	0.00%
	Asian			3	0.80%			0	0.00%
	Hispanic/Latino			16	4.27%			4	4.12%
	Native Hawaiian or Pacific Islander			3	0.80%			2	2.06%
	American Indian or Alaska Native			97	25.87%			97	100.00%
	Northern Cheyenne			9	10.00%			9	10.00%
	Assiniboine			5	5.56%			5	5.56%
	Gros Ventre			3	3.33%			3	3.33%
	Sioux			19	21.11%			19	21.11%
	Crow			7	7.78%			7	7.78%
	Blackfeet			26	28.89%			26	28.89%
	Salish			6	6.67%			6	6.67%
	Kootenai			4	4.44%			4	4.44%
	Chippewa			9	10.00%			9	10.00%
	Cree			8	8.89%			8	8.89%
	Other Tribe			14	15.56%			14	15.56%
	Unspecified			0	0.00%			0	0.00%
Have you ever smoked at least 100 cigarettes in your entire life?	Yes	5	1.29%	252	65.63%	0	0.00%	65	67.01%
	No			123	32.03%			27	27.84%
	Don't Know			9	2.34%			5	5.15%
Do you now smoke every day, some days, or not at all?	Every day	140	35.99%	138	55.42%	33	34.02%	35	54.69%
	Some days			33	13.25%			11	17.19%
	Not at all			77	30.92%			18	28.13%
	Don't Know			1	0.40%			0	0.00%
How long has it been since you quit smoking cigarettes?	Less than 12 months	305	78.81%	19	23.17%	78	80.41%	5	26.32%
	12 months or longer			61	74.39%			14	73.68%
	Don't Know			2	2.44%			0	0.00%

Question	Answer	2004-05							
		All Adults				NA Adults			
		Number Received		389		Number Received		97	
		Blank	% Blank	#	%	Blank	% Blank	#	%
In the last 6 months, on how many visits were you advised to quit smoking by a doctor or other health provider in your plan?	None	144	37.02%	100	40.82%	34	35.05%	31	49.21%
	1 visit			32	13.06%			5	7.94%
	2 to 4 visits			59	24.08%			13	20.63%
	5 to 9 visits			19	7.76%			7	11.11%
	10 or more visits			19	7.76%			5	7.94%
	I had no visits			16	6.53%			2	3.17%
Did someone help you complete this survey?	Yes	8	2.06%	127	33.33%	0	0.00%	38	39.18%
	No			254	66.67%			59	60.82%
	Don't Know			0	0.00%			0	0.00%
How did that person help you ? Check all that apply	Read the questions to me	264	%	18	14.40%	60	61.86%	5	13.51%
	Wrote down the answers I gave			13	10.40%			6	16.22%
	Answered the questions for me			6	4.80%			0	0.00%
	Translated the questions into my language			4	3.20%			0	0.00%
	Asked me questions over the telephone and typed my answers			93	74.40%			29	78.38%
	Helped in some other way			3	2.40%			0	0.00%